



COMMONWEALTH OF KENTUCKY JOB CLASS SPECIFICATION

SYSTEMS SUPPORT TECHNICIAN I

Job Number: 20001503

Job Code: 73100V000101

Job Group: 7300 - INFORMATION MANAGEMENT SYSTEMS

Job Established: 07/01/1993

Job Revised: 02/24/2006

Grade: 10 Salary (MIN - MID):

\$12,345-\$16,355 - Hourly

\$2,006.08-\$2,657.70 - 37.5 Hr. Monthly Salary

\$2,139.80-\$2,834.88 - 40 Hr. Monthly Salary

Special Entrance Rate:

NONE

NONE

NONE

PROBATIONARY PERIOD:

This job has an initial and promotional probationary period of 6 months. For additional information refer to: <http://www.lrc.ky.gov/kar/101/001/325.htm>.

CHARACTERISTICS OF THE JOB: *Characteristics of a job are general statements indicating the level of responsibility and discretion of positions in that job classification. These are not intended to be an exhaustive list.*

Under direct supervision, learns to manage agency software, hardware, and applications portfolio, including assisting with data dictionaries, software installations and upgrades, data conversions and change control functions. Assists local area network or departmental systems administrators with problem resolution. Provides beginning level technical support for implementation of the data security plan, including back up and recovery of databases, equipment installation and upgrade, management of off site storage, contingency planning and definition of user access profiles; and performs other duties as required.

MINIMUM REQUIREMENTS:

EDUCATION:

Graduate of a college or university with a bachelor's degree.

EXPERIENCE:

NONE

Substitute EDUCATION for EXPERIENCE:

Related technical or vocational training will substitute for the bachelor's degree requirement on a year-for-year basis.

Substitute EXPERIENCE for EDUCATION:

Experience in computer programming, network services or production support will substitute for the bachelor's degree requirement on a year for year basis.

SPECIAL REQUIREMENTS (AGE, LICENSURE, REGULATION, ETC.):

NONE

EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE JOB CLASSIFICATION: *Examples of duties or responsibilities are not to be construed as describing what the duties or responsibilities of any position shall be and are not to be construed as limiting the appointing authority's ability to assign, or otherwise alter the duties and responsibilities of a position. This is not intended to be an exhaustive list.*

Learns to write simple routines for system procedures, such as system start up, shut down, back up and recovery of databases. Learns to install and maintain system hardware and software such as workstations, printers and operating systems, control systems, proprietary software packages, query languages, information dissemination tools, electronic mail and data base management software. Learns to install and maintain servers on local area networks. Coordinates system and LAN changes with users or with change control function. Assists with system generations, peripheral device installation and configuration generations, node or network address definitions. Monitors system performance and storage capacities. Participates in analysis of agency facility management and production support activities to determine security needs. Notifies supervisor of hardware or software problems, or of scheduled maintenance which will result in loss of service to users. Maintains technical documentation and user manuals. Participates in investigation and resolution of system hardware and software problems. Provides simple operational assistance to users.

UNIQUE PHYSICAL REQUIREMENTS:

TYPICAL WORKING CONDITIONS: *Incumbents in the job will typically perform their job duties under these conditions.*

Incumbents working in this job title typically perform duties in an office setting.

ADDITIONAL REQUIREMENTS:

Upon appointment, employees in this class may be required to maintain a valid driver's license and required to drive a licensed vehicle. This status may be necessary for the length of time in this class. If this is necessary it will be listed in the specific position description for that position. Applicants and employees in this job title may be required to submit to a drug screening test and background check. Applicants and employees in positions which perform job duties that may require contact with offenders in the custody or supervision of the Department of Corrections or with youth in the care, custody, or supervision of the Department of Juvenile Justice must meet qualifications pursuant to the federal Prison Rape Elimination Act, 28 C.F.R.115.17 and 115.317.

THE COMMONWEALTH OF KENTUCKY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, SEXUAL ORIENTATION OR GENDER IDENTITY, ANCESTRY, AGE, DISABILITY, POLITICAL AFFILIATION, GENETIC INFORMATION OR VETERAN STATUS IN ACCORDANCE WITH STATE AND FEDERAL LAWS.